

# NIH Clinical Center CIO Newsletter

May 2008  
29<sup>th</sup> Edition

This is the twenty-ninth edition of a monthly broadcast email to the CRIS user community about CRIS capabilities and issues. In addition to the text version in this email, I've attached a PDF version that can be printed. I look forward to receiving your comments or suggestions at [CIOnewsletter@cc.nih.gov](mailto:CIOnewsletter@cc.nih.gov). In addition, valuable information can be accessed at the CRIS and DCRI websites: <http://cris.cc.nih.gov>, <http://www.cc.nih.gov/dcricri>.

## Topics of the Month

- CIO Remarks
- Pharmacy Go-Live
- CITRIX Upgrade Completed
- DCRI Store
- CRIS Pharmacy Non-Formulary Order Form
- Isolation Status & Chief Complaint Displays in CRIS
- Security Requirements
- User Training

## CIO Remarks

For 2008, DCRI identified three cornerstone projects: implementation of Inpatient Pharmacy (CRIS/Sunrise Medication Manager), upgrade of CRIS/SCM to version 5.0 (Sunrise Clinical Manager), and the renovation, relocation and reconfiguration of the CC Data Center. These projects were defined as cornerstone projects because of the critical functionality provided to multiple users across the entire CC Community, as well as their importance in setting the stage for important future projects.

Each project requires tremendous amounts of staff resources to design, plan, implement, test, train and activate. So, I am very pleased to announce that on May 31, 2008 we will activate Phase I of the Inpatient Pharmacy Project (details of the actual activation are included in an article below)

Eclipsys' *SMM Pharmacy* will be integrated directly into our current CRIS system. It will provide the Pharmacy Department with state of the art functionality that will bring patient medication management into a new era at the Clinical Center. This new functionality will have a significant impact on the medication preparation and delivery processes used in Pharmacy. While clinical CRIS users will not see a noticeable difference, the Pharmacy Staff will realize improvements in efficiency, safety, and processing. Phase I, which includes all unit dose medications, is scheduled for May 31, with the remainder of the project, including IV's and all other meds, estimated for completion this July.

There has been tremendous dedication and efforts from many people to complete this project. The project manager is Elizabeth McNamara and below is a list of many who have provided the inspiration and perspiration time so critical to our overall success. I would like to thank them all.

### **Pharmacy**

All of Pharmacy with special thanks to: Barry Goldspiel, Bob DeChristoforo, Chau Hoang, Deb Penzak, Justine Harris, Lamia Stansbury, Mike Brown, Phuong Ho, Rick Decederfelt, Stacy Henning, Stacy McAdams and Tina Patel.

### **DCRI**

All of DCRI with special thanks to: Andrea Beri, Gary DiPatrizio, Inna Etin, Isolina Rivera, Jill Andres, Karin Retkowski, Kevin Marvin, Larry Logan, Liz McNamara, Martha Kendrick, Mike Nansel, Myoung Lee, Norma Street, Steve Luxenberg, Sue Houston, Tim Maloney, Tim Shuttleworth, Tom Dawson, Vicki Skahill, William Hernandez, Yulia Broydo and Ellen Oberholtzer.

## **Pharmacy Go-Live**

The long-awaited Go-Live for the Pharmacy Information System for inpatient, clinic, and Day Hospital orders, Sunrise Medication Manager (SMM), is scheduled for Saturday May 31<sup>st</sup>. Many months of work have gone into this very important project and the value it will add to the Clinical Center will be significant. An Inpatient Pharmacy System will allow us to improve several processes that will lead to improvements in the quality and safety of medication delivery to our patients. Take Home medications are not affected by these changes, and will continue to work as they currently do within CRIS.

Complete activation of SMM will be in several phases

### **SATURDAY, MAY 17<sup>TH</sup>**

- This downtime was needed to prepare CRIS for SMM. Standard downtime procedures were used and related downtime policies were updated and distributed in advance.

### **SATURDAY, MAY 31<sup>ST</sup>**

#### **(CRIS downtime: 4 PM to 9 PM)**

- SMM will be activated for items dispensed from the Unit Dose Area (orals, direct injections, topicals, eye drops, etc). When SMM is operational, prescribers should notice very little difference in CRIS order forms; although some order entry enhancements will have been made.
- Current inpatient and clinic medication orders for these items will need to be discontinued and re-entered so they can cross into the new Pharmacy system. The proposed plan is to use pharmacists for this process with quality assurance checks by other pharmacists, nurses, and prescribers. Co signature for these orders will be required.
- Future Outpt/Pre-Admit orders - Orders entered prior to 5/31 for use after 5/31 will not work when released. DCRI will identify any such "Future" orders in CRIS and work with prescribers to re-enter orders as needed.

## **A reminder to the Inpatient Units:**

- Assure that your area is supplied with the necessary manual forms to facilitate patient care during the downtime.
- Verify that routine reports are printed and available for the evening shift.
- Do not log on CRIS until notified.

**The Page Operator will announce when CRIS is operational.**

## **SATURDAY, JULY 12TH**

- SMM will be activated for items dispensed from the Intravenous Admixture Unit Area (piggybacks, drips, PCAs, etc). This will complete SMM activation. Further details will be provided as this date approaches. However, this downtime should be similar to the May 31<sup>st</sup> downtime with orders from these items requiring reentry.

## **CITRIX Upgrade Completed**

The Department of Clinical Research Informatics (DCRI) is pleased to announce that the upgrade to the CC Citrix Farm has been completed. All applications have been moved to the new web-based interface (<https://cccasper.cc.nih.gov>) and the old Citrix Program Neighborhood has been retired.

We have migrated from an older Citrix platform (MetaFrame XP) which reached its End of Life to a newer platform that is more manageable and has many improved features and security. Older aging hardware platforms have been replaced with new equipment and access methods have been standardized to improve stability and supportability.

Citrix technology has evolved into a vital application delivery system to retrieve and communicate information for both the CC and Institutes. To give you a sense of scale, the CC Farm contains 52 servers and hosts almost 180 applications, including CRIS, SoftMed/ESA, Published Desktop, SIS/POIS (Surgery), CBORD (Nutrition), eSphere (Pain & Palliative Care), Lab Information System (Blood Bank, Lab, Cell Processing, etc.)...and many more. To learn how to gain access to applications available on the CC Citrix Farm, please visit this URL: <https://cccasper.cc.nih.gov/Citrix/AccessPlatform/site/clients.htm>

Please note that CRIS is launched from a specific URL located here: <https://cccasper.cc.nih.gov/Citrix/CRISAccess/site/default.aspx>

Thank you for your patience over the last year as we migrated applications to the new web-based environment.

Please contact Judy Wight at [wightj@cc.nih.gov](mailto:wightj@cc.nih.gov) or 301-443-3477 if you have any questions about the project. If you experience any technical problems with CITRIX, please contact your local computer support team for assistance.

## DRCI Store

Did you know that DCRI maintains an inventory of IT equipment and software for sale to CC Departments/Offices? We refer to it as the DCRI store. We keep a small inventory of the Clinical Center desktops, laptops, HP LaserJet 4250N printers, iMac computers, and Blackberry devices. We also have 19" LCD Displays as well as Adobe Acrobat Pro 8 licenses. If we don't have what you want, we will order based on your specifications. For more information and pricing please contact Joyce Yarrington or Siron Cox.

## CRIS Pharmacy Non-Formulary Order Form

All existing non-formulary forms have been replaced with a new non-formulary medication form. For information on how to use this new form, [click here](#).

## Isolation Status and Chief Complaint Displays



The image shows a patient header display with a light blue background. On the left is a clipboard icon. To its right, the patient name "NIHCRIMSON, PATA NMN" is displayed in a white box. Below the name is the patient ID "CRC-1NW" and the room/department code "(TL-CRC-1NW-DH)". At the bottom left, the text "On Isolation" is written in red, and at the bottom right, "Chief Complaint: ANEMIA" is written in black.

During the May 13, 2008 release, two improvements were made to alert staff to the isolation status of Clinical Center patients. If the patient has either an active order for isolation or a type of isolation specified in the Significant Events, the message "**On Isolation**" will appear in red on the left hand side of the patient header. In addition, there is a new column, Isolation Status, which you can add to your patient lists. The type of isolation(s) will display in this column. To add the column, select View from the menu bar and then Column Selection (third item down on the list). Select Isolation Status from the Available Columns on the left and click on the Add button at the bottom of the column. You can use the up and down buttons on the right of the Displayed Columns to place the Isolation Status where you would like to view it. The header and column are updated every five minutes, so if you enter an order it may not appear immediately. If you need further assistance adding the Isolation Status column, please call CRIS Customer Support at 301-496-8400.

The Chief Complaint will also display in the patient header. The Chief Complaint is entered from the ATV system. If it is incorrect, any user who can access the Change Protocol Assignment can now access the Change Chief Complaint Request in the Order Browse. This Request will print in the Medical Record Department and they will then change the Chief Complaint that is displayed in the Patient Header.

**Change Chief Complaint Request - CHERRY, PIE NMN**

Order:	Change Chief Complaint Request	Order ID:	001BBJ493
Requested By:	McNemar, Ann	Template Name:	
Messages:	Use to request a change to the patient's Chief Complaint. Call the MRD for any questions (301) 496-2292.		
Change Chief Complaint Instructions:	Use this order to request a change to a patient's Chief Complaint. If you do not see the Chief Complaint listed in the dropdown field, a new Chief Complaint can be typed directly into the field.		
Chief Complaint:	<input type="text" value="*"/>		

These Patient Header additions are part of an initiative to provide relevant patient information to clinicians with fewer mouse clicks.

## Security Requirements

CDC users recently received bogus emails purported to be from Jason.mossman@edwards.af.mil with the Subject: Reference Data Request about F-35. There are two attachments: JSF Fun Pod Planning.ppt and JSP\_updata\_12-05-2008-PEB.txt.

These emails have been highly correlated with similar emails across the government from the same originating IP address. The attachments contain malicious code not detected by current antivirus patterns. CDC and HHS are working with US-CERT on further investigation.

Similarly, U.S. Federal Court officials have warned that hackers are emailing phony subpoenas embedded with malicious software to high-ranking executives to steal valuable information. Some emails are crafted with the seal of the US federal court in San Diego, California, and are addressed to executives using their names, addresses and other individual details. Clicking on a link to see a "subpoena" displays a realistic looking document and stealthily installs malicious computer code in the reader's computer.

In other attacks, high ranking government and military officials have been sent emails embedded with malicious software which appear to have been sent by someone the receivers knows or contain a subject the receiver may recognize. These emails are used to exploit the receiving computer once the attachment or link is clicked.

### WHAT DO YOU NEED TO DO?

Be aware of this activity and the fact that government agencies do not normally ask for personal information, financial data or send you attachments which send you to non-Government web sites. Trick emails with spelling errors of the kind that gave "phishing" its name are giving way to well-crafted, believable messages honed using confidential information about targets. The messages look very real and credible. Be extremely cautious when opening up attachments or following links in email. When in doubt, delete.

WHAT TO DO IF I NEED HELP?

If you believe you may have opened one of these emails or that your machine is performing erratically, please contact the NIH Help Desk at <http://support.nih.gov/> or 301-496-4357.

## User Training

### Prescriber Online CRIS Training

Since April 25, 2008, 93 incoming prescribers have received email instructions about online CRIS Prescriber training. These prescribers may begin their training prior to their entry on duty anytime and in the convenience of their home or office. Incoming prescribers who do not have an NIH network account should contact CRIS Support for their online training password. Email instructions are initiated when a credentialing packet is submitted to the Office of Credentialing Services. There have been approximately ten prescribers who have completed CRIS training using the new online format.

For additional information:

[http://cris.cc.nih.gov/prescribers/CRIS\\_Training\\_Instructions\\_Prescriber\\_Online\\_3\\_31\\_08\\_Final.pdf](http://cris.cc.nih.gov/prescribers/CRIS_Training_Instructions_Prescriber_Online_3_31_08_Final.pdf)

Please call CRIS Support at (301) 496-8400 if you have any questions related to Prescriber CRIS training.

## CRIS Support

### Nurse's Week Fair

DCRI had the honor of being represented at the Nurse's Week Fair on May 7th & 8<sup>th</sup>. Nursing staff who visited the CRIS Booth asked great questions about CRIS. Over 45 staff participated in the **CRIS Match** game, matching CRIS icons with their correct name.





### CRIS Booth

The CRIS Booth was held on May 19<sup>th</sup> outside the 2<sup>nd</sup> floor cafeteria. The featured topics were 100% Online Prescriber Training and Isolation. Over 30 staff stopped by. Thanks to all who made this outreach program a success!